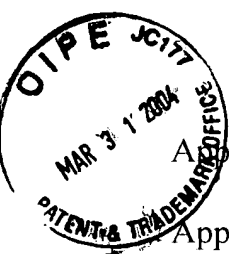


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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert R. BUSHEY et al.

Group Art Unit: 2173

Appln. No. : 09/578,904

Examiner: X. L. BAUTISTA

Filed : May 26, 2000

For : METHOD FOR INTEGRATING USER MODELS TO INTERFACE
DESIGN

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

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APR 01 2004

Technology Center 2100

Sir :

In accordance with the duty of disclosure under 37 C.F.R. ?1.56, ?1.97-1.98, and supplemental to the Information Disclosure Statement filed on April 13, 2001, Applicants hereby call the following information to the Examiner's attention:

U.S. Patent No. 5,495,567 to IIZAWA et al., issued in February 27, 1996;

U.S. Patent No. 5,586,060 to KUNO et al., issued in December 17, 1996;

U.S. Patent No. 5,615,323 to ENGEL et al., issued in March 25, 1997;

U.S. Patent No. 5,806,060 to BORGIDA et al., issued in September 8, 1998;

U.S. Patent No. 5,991,735 to GERACE, issued in November 23, 1999;

U.S. Patent No. 5,684,870 to MALONEY et al., issued in November 4, 1997;

U.S. Patent No. 5,825,869 to BROOKS et al., issued in October 20, 1998;

U.S. Patent No. 5,903,641 to TONISSON, issued in May 11, 1999;

U.S. Patent No. 5,923,745 to HURD, issued in July 13, 1999;

U.S. Patent No. 5,953,406 to LARUE et al., issued in September 14, 1999;

U.S. Patent No. 6,044,355 to CROCKETT et al., issued in March 28, 2000;

U.S. Patent No. 6,134,530 to BUNTING et al., issued in October 17, 2000;

U.S. Patent No. 6,163,607 to BOGART et al., issued in December 19, 2000;

U.S. Patent No. 6,173,053 to BOGART et al., issued in January 9, 2001;

Kelly, "From Intelligent Call Routing to Intelligent Contact Management," Call Center Solutions, v19, n3, September 2000;

"Call Center Roundup," Teleconnect, December 1998;

"Call Centers: sales, service and competitive advantage," Canadian Business, v70, n2, February 1997;

Foster, "Advanced Definity call centers: Working for you and your customers," AT&T Technology, v9, n2, Summer 1994;

U.S. Patent No. 5,821,936 to SHAFFER et al., issued in October 13, 1998;

U.S. Patent No. 5,864,605 to KESHAV, issued in January 26, 1999;

U.S. Patent No. 6,353,661 to BAILEY, III, issued in March 5, 2002;

U.S. Patent No. 4,761,542, to KUBO et al., issued August 2, 1988;

PCT Application No. PCT/US00/14468, filed on May 26, 2000; which was published on December 7, 2000, pub. No. WO 00/73968;

U.S. Patent No. 6,564,197 to SAHAMI et al., issued in May 13, 2003;

U.S. Patent No. 6,411,687 to BOHACEK et al., issued in June 25, 2002;

U.S. Patent No. 6,349,290 to HOROWITZ et al., issued in February 19, 2002;

U.S. Patent No. 6,330,326 to WHITT, issued in December 11, 2001;

U.S. Patent No. 6,269,153 to CARPENTER et al., issued in July 31, 2001;

U.S. Patent No. 6,212,502 to BALL et al., issued in April 3, 2001;

U.S. Patent No. 6,134,315 to GALVIN, issued in October 17, 2000;

U.S. Patent No. 5,586,171 to MCALLISTER et al., issued in December 17, 1996;

U.S. Patent No. 5,553,119 to MCCALLISTER et al., issued in September 3, 1996;

U.S. Patent Application No. 09/917,746 to BUSHEY et al., filed on July 31, 2001, which was published on February 06, 2003 as U.S. Patent Application Publication No.

P19004.A12

2003/0026409;

U.S. Patent No. 6,061,433 to POLCYN et al., issued on May 09, 2000;

U.S. Patent No. 6,058,179 to SHAFFER et al., issued on May 2, 2000;

U.S. Patent No. 6,016,336 to HANSON, issued on January 18, 2000;

U.S. Patent No. 5,923,745 to HURD, issued on July 13, 1999;

U.S. Patent No. 5,729,600 to BALHA et al., issued on March 17, 1998;

Ameritech Corp., "Ameritech Phone-Based UI Standards: Dialogue Design",

<http://www.ameritech.com/corporate/testtown/library/standard/pbix4.html>>, 1998;

InterVoiceBrite, Inc., "AgentConnect Call Center Platform Brochure", no date available;

International Patent Number WO/ 03/013111, published February 13, 2003 and based on International Application No. PCT/US02/21304, filed on July 30, 2002;

United Kingdom Patent Application No. 0128396.9 to BUSHEY et al., filed on May 26, 2000;

U.S. Patent No. 5,311,422 to LOFTIN et al., issued on May 10, 1994;

U.S. Patent Application No. 10/078,429 to KOEHLER et al., filed on February 21, 2002, which was published on August 21, 2003 as U.S. Patent Application Publication

P19004.A12

No. 2003/0156706;

U.S. Patent No. 5,757,644 to JORGENSEN et al., issued on May 26, 1998;

U.S. Patent No. 5,864,844 to JAMES et al., issued on January 26, 1999;

U.S. Patent No. 6,058,163 to PATTISON et al., issued on May 2, 2000;

U.S. Patent No. 6,067,538 to ZORBA et al., issued on May 23, 2000;

U.S. Patent No. 6,099,320 to PAPADOPOULOS, issued on August 8, 2000;

U.S. Patent No. 6,128,380 to SHAFFER et al., issued on October 3, 2000;

U.S. Patent No. 6,157,808 to HOLLINGSWORTH, issued on December 5, 2000;

U.S. Patent No. 6,236,955 to SUMMERS, issued on May 22, 2001;

U.S. Patent No. 6,282,404 to LINTON, issued on August 28, 2001;

U.S. Patent No. 6,201,948 to COOK et al., issued on March 13, 2001;

U.S. Patent Application No. 10/058,785 to KORTUM et al., filed on January 30, 2002, which was published on July 31, 2003 as U.S. Patent Application Publication No. 2003/0143981;

U.S. Patent No. 5,706,334 to BALK et al., which issued on January 6, 1998;

U.S. Patent No. 5,802,526 to FAWCETT et al., issued on September 1, 1998;

U.S. Patent No. 5,999,611 to TATCHELL et al., issued on December 7, 1999;

U.S. Patent No. 6,016,336 to HANSON, issued on January 18, 2000;

U.S. Patent No. 6,035,336 to LU et al., issued on March 7, 2000;

U.S. Patent No. 6,088,429 to GARCIA, issued on July 11, 2000;

U.S. Patent No. 6,104,790 to NARAYANASWAMI, issued on August 15, 2000;

U.S. Patent No. 6,148,063 to BRENNAN et al., issued on November 14, 2000;

U.S. Patent No. 6,170,011 B1 to MACLEOD BECK et al., issued on January 2,
2001;

U.S. Patent No. 6,263,052 B1 to CRUZE, issued on July 17, 2001;

U.S. Patent No. 6,295,551 B1 to ROBERTS et al., issued on September 25, 2001;

U.S. Patent No. 6,332,154 B2 to BECK et al., issued on December 18, 2001;

U.S. Patent Application Publication No. 2001/0041562 A1 to ELSEY et al., which
was published on November 15, 2001;

International Publication No. WO 00/33548 to COHEN et al., (NUANCE
COMMUNICATIONS), which was published on June 8, 2000;

“ACD Learning Center Tutorial Series”, ACD Call Center Online Learning
Center, copyright dated 1998-1999, <<http://www.call-center.net/ivr-series.htm>>;

“Customer Management Technology”, TeleTech,

<<http://www.teletech.com/solutions/cmt.htm>>, printed on December 18, 2001;

“Products & Services - Interactive Voice Response (IVR)”, Prairie Systems, copyright dated 2001, <http://www.prairiesys.com/PSI/p_s_interactive_sol.htm>;

“RVS Voice”, iMessaging Systems, Inc., <<http://www.imessagingsystems.com/imsprods/rvsvoice/rvsvoice.htm>>;

“What’s Next in Interactive Voice Response”, International Nortel Networks Meridian Users Group, <<http://www.innmug.org/information/kirvan.html>>, which was published in the December, 2000 issue of InnTouch;

U.S. Patent Application No. 10/134,430 to BUSHEY et al., filed on April 30, 2002, which was published on September 19, 2002 as U.S. Patent Application Publication No. US-2002/0133394-A1;

Applicants also submit herewith a copy of an Office Action from the United Kingdom Patent Office mailed on February 3, 2004, with respect to patent family member United Kingdom Patent Application No. GB 0128396.9, in which the United Kingdom Patent Examiner cited the following documents:

“PADIS – An automatic telephone switchboard and directory information system,” by A. KELLNER et al., Speech Communication, October 1997;

“Natural Language Call Routing: a Robust, Self-Organizing Approach,” by CARPENTER et al., Lucent Technologies Bell Laboratories (1998);

“Lucent Technologies announces trial of natural language call routing technology,” a press release dated December 3, 1997; and

“A spoken language system for automated call routing,” 1997 IEEE International Conference on Acoustics, Speech, and Signal Processing by G. RICARDI et al., AT&T Bell Labs.

The pertinent portions and claims to which each document is relevant, as ascertained by the United Kingdom Examiner applying United Kingdom rules to the United Kingdom claims are set forth in the Office Action.

U.S. Patent No. 6,055,542 to NIELSEN et al., which issued in April, 2000;

U.S. Patent No. 6,166,732 to MITCHELL et al., which issued in December 2000;

U.S. Patent No. 6,201,948 to COOK et al., which issued in March 2001;

U.S. Patent No. 6,448,980 to KUMAR et al., which issued in September 2002;

Kaoru KOBAYASHI, “Information Presentation based on Individual User Interests,” 1998, Second International Conference, IEEE, pp. 375-383;

Nikitas SGOUROS, Dynamic Dramatization of Multimedia Story Presentations,

1997 ACM, pp. 87-94;

Michael MURTAUGH, "The Automatist Storytelling System," 1996
Massachusetts Institute of Technology, Masters Thesis. Applicants note that this
document is discussed on page 2 of the above-captioned application;

K. M. BROOKS, "Do Agent Stories Use Rocking Chairs: The Theory and
Implementation of One Model for Computational Narrative," Processing's of the Fourth
ACM International Multimedia Conference on Intelligent User Interfaces, ACM Press
1996. Applicants note that this document is discussed on page 2 of the above-captioned
application;

M. MAYBURY, Intelligent Multi-Media Interfaces, AAAI/MIT Press, Cambridge,
MA, 1993, Chapter 5: S.K. FIENER et al., "Automating the Generation of Coordinated
Multimedia Explanations." Applicants note that this document is discussed on page 3 of
the above-captioned application;

P. SZEKELY, "Retrospective and Challenges for Model-Based Reasoning," USC
Information Sciences Institute, Marina del Rey, CA, 1996. Applicants note that this
document is discussed on page 3 of the above-captioned application;

C. STANFILL et al., "Toward Memory-Based Reasoning, Communications of the

ACM, Vol. 29, NO. 12, ACM Press, December 1986. Applicants note that this document is discussed on page 4 of the above-captioned application;

J. ORWANT, "Doppelganger Goes to School: Machine Learning for User Modeling," MIT MS Thesis September, 1993. Applicants note that this document is discussed on page 5 of the above-captioned application;

J. ORWANT, "For want of a bit the user was lost: Cheap User Modeling," IBM Systems Journal, Vol. 35, Nos. 3 & 4, pages 398-416, 1996. Applicants note that this document is discussed on page 6 of the above-captioned application;

U. SHARDANAND, "Social Information Filtering for Music Recommendation," MIT MS Thesis, 1994. Applicants note that this document is discussed on page 6 of the above-captioned application;

P. MEYER, From Animals to Animats 2 Proceedings of the Second International Conference on Simulation of Adaptive Behavior, MIT Media Laboratory 1992, Behavior Based Artificial Intelligence. Applicants note that this document is discussed on page 4 of the above-captioned application; and

U.S. Patent No. 6,405,159 to BUSHEY et al., which issued on June 11, 2002.

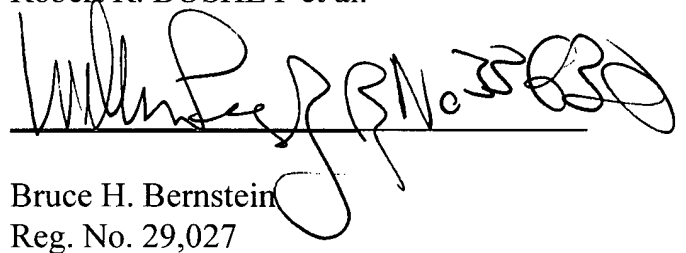
Applicants respectfully request that the Examiner consider the above materials and

P19004.A12

cite the documents. Copies of the above-noted documents are attached and have been listed on the attached PTO-1449 Form which is also hereto. The Examiner is requested to initial the appropriate spaces on the attached PTO-1449 Form and to return a copy of the Form to the Applicants with the next official communication in the present application to confirm consideration of these documents.

Should there be any questions, the Examiner is invited to contact the undersigned at the below-listed number.

Respectfully submitted,
Robert R. BUSHEY et al.

A handwritten signature in black ink, appearing to read "Bruce H. Bernstein", is written over a horizontal line. The signature is stylized and includes a large, loopy flourish at the end.

Bruce H. Bernstein
Reg. No. 29,027

March 31, 2004
GREENBLUM & BERNSTEIN, P.L.C.
1950 Roland Clarke Place
Reston, Virginia 20191
(703) 716-1191

Form PTO-1449

U.S. Department of Commerce
Patent and Trademark OfficeAtty. Docket No.
P19004Serial No.
09/578,904INFORMATION DISCLOSURE STATEMENT
BY APPLICANT

(Use several sheets if necessary)

Applicant
Robert R. BUSHEY et al.Filing Date
May 26, 2000Group
2173

U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	5 4 9 5 5 6 7	02/27/96	IIZAWA et al.			
	5 5 8 6 0 6 0	12/17/96	KUNO et al.			
	5 6 1 5 3 2 3	03/25/97	ENGEL et al.			
	5 8 0 6 0 6 0	09/08/98	BORGIDA et al.			
	5 9 9 1 7 3 5	11/23/99	GERACE			
	5 6 8 4 8 7 0	11/04/97	MALONEY et al.			
	5 8 2 5 8 6 9	10/20/98	BROOKS et al.			
	5 9 0 3 6 4 1	05/04/99	TONISSON			
	5 9 2 3 7 4 5	07/13/99	HURD			
	5 9 5 3 4 0 6	09/14/99	LARUE et al.			
	6 0 4 4 3 5 5	03/28/00	CROCKETT et al.			
	6 1 3 4 5 3 0	10/17/00	BUNTING et al.			
	6 1 6 3 6 0 7	12/19/00	BOGART et al.			
	6 1 7 3 0 5 3	01/09/01	BOGART et al.			
	5 8 2 1 9 3 6	10/13/98	SHAFFER et al.			
	5 8 6 4 6 0 5	01/26/99	KESHAV			
	6 3 5 3 6 6 1	03/05/02	BAILEY, III			
	4 7 6 1 5 4 2	08/02/88	KUBO et al.			
	6 5 6 4 1 9 7	05/13/03	SAHAMI et al.			
	6 4 1 1 6 8 7	06/25/02	BOHACEK et al.			
	6 3 4 9 2 9 0	02/19/02	HOROWITZ et al.			
	6 3 3 0 3 2 6	12/11/01	WHITT			
	6 2 6 9 1 5 3	07/31/01	CARPENTER et al.			
	6 2 1 2 5 0 2	04/03/01	BALL et al.			
	6 1 3 4 3 1 5	10/17/00	GALVIN			
	5 5 8 6 1 7 1	12/17/96	MCALLISTER et al.			
	5 5 5 3 1 1 9	09/03/96	MCALLISTER et al.			

EXAMINER

DATE CONSIDERED

*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Form PTO-1449	U.S. Department of Commerce Patent and Trademark Office	Atty. Docket No. P19004	Serial No. 09/578,904
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)		Applicant Robert R. BUSHEY et al.	
		Filing Date May 26, 2000	Group 2173

U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	2003 / 0 0 2 6 4 0 9	02/06/03	BUSHEY et al.			
	6 0 6 1 4 3 3	05/09/00	POLCYN et al.			
	6 0 5 8 1 7 9	05/02/02	SHAFFER et al.			
	6 0 1 6 3 3 6	01/18/00	HANSON			
	5 9 2 3 7 4 5	07/13/99	HURD			
	5 7 2 9 6 0 0	03/17/98	BALHA et al.			
	5 3 1 1 4 2 2	05/10/94	LOFTIN et al.			
	2003 / 0 1 5 6 7 0 6	02/21/02	KOEHLER et al.			
	5 7 5 7 6 4 4	05/26/98	JORGENSEN et al.			
	5 8 6 4 8 4 4	01/26/99	JAMES et al.			
	6 0 5 8 1 6 3	05/02/00	PATTISON et al.			
	6 0 6 7 5 3 8	05/23/00	ZORBA et al.			
	6 0 9 9 3 2 0	08/08/00	PAPADOPOULOS			
	6 1 2 8 3 8 0	10/03/00	SHAFFER et al.			
	6 1 5 7 8 0 8	12/05/00	HOLLINGSWORTH			
	6 2 3 6 9 5 5	05/22/01	SUMMERS			
	6 2 8 2 4 0 4	08/28/01	LINTON			
	6 2 0 1 9 4 8	03/13/01	COOK et al.			
	2003 / 0 1 4 3 9 8 1	07/31/03	KORTUM et al.			
	5 7 0 6 3 3 4	01/06/98	BALK et al.			
	5 8 0 2 5 2 6	09/01/98	FAWCETT et al.			
	5 9 9 9 6 1 1	12/07/99	TATCHELL et al.			
	6 0 1 6 3 3 6	01/18/00	HANSON			
	6 0 3 5 3 3 6	03/07/00	LU et al.			
	6 0 8 8 4 2 9	07/11/00	GARCIA			
	6 1 0 4 7 9 0	08/15/00	NARAYANASWAMI			
	6 1 4 8 0 6 3	11/14/00	BERNNAN et al.			

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		Filing Date May 26, 2000	Group 2173

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
		6 1 7 0 0 1 1	01/02/01	MACLEOD BECK et al.			
		6 2 6 3 0 5 2	07/17/01	CRUZE			
		6 2 9 5 5 5 1	09/25/01	ROBERTS et al.			
		6 3 3 2 1 5 4	12/18/01	BECK et al.			
	2001 /	0 0 4 1 5 6 2	11/15/01	ELSEY et al.			
	2002 /	0 1 3 3 3 9 4	09/19/02	BUSHEY et al.			
		6 0 5 5 5 4 2	04/2000	NIELSEN et al.			
		6 1 6 6 7 3 2	12/2000	MITCHELL et al.			
		6 2 0 1 9 4 8	03/2001	COOK et al.			
		6 4 4 8 9 8 0	09/2002	KUMAR et al.			
		6 4 0 5 1 5 9	06/11/02	BUSHEY et al.			

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO
	0 0	/ 7 3 9 6 8	12/07/00	W.I.P.O.			
	0 3	/ 0 1 3 1 1 1	02/13/03	W.I.P.O.			
	0 1	2 8 3 9 6 . 9	05/26/00	UNITED KINGDOM			
	0 0	/ 3 3 5 4 8	06/08/00	W.I.P.O.			

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

1	Kelly, "From Intelligent Call Routing to Intelligent Contact Management," Call Center Solutions, v19, n3, September 2000.
2	"Call Center Roundup," Teleconnect, December 1998.
3	"Call Centers: sales, service and competitive advantage," Canadian Business, v70, n2, February 1997.
4	Foster, "Advanced Definity call centers: Working for you and your customers," AT&T Technology, v9, n2, Summer 1994.
5	Ameritech Corp., "Ameritech Phone-Based UI Standards: Dialogue Design", http://www.ameritech.com/corporate/testtown/library/standard/pbix4.html >, 1998.

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)				Applicant Robert R. BUSHEY et al.	
				Filing Date May 26, 2000	
				Group 2173	RECEIVED APR 01 2004 Technology Center 2100
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)					
	6	InterVoiceBrite, Inc., "AgentConnect Call Center Platform Brochure", no date available.			
	7	"ACD Learning Center Tutorial Series", ACD Call Center Online Learning Center, copyright dated 1998-1999, < http://www.call-center.net/ivr-series.htm >.			
	8	"Customer Management Technology", TeleTech, < http://www.teletech.com/solutions/cmt.htm >, printed on December 18, 2001.			
	9	"Products & Services - Interactive Voice Response (IVR)", Prairie Systems, copyright dated 2001, < http://www.prairiesys.com/PSI/p_s_interactive_sol.htm >.			
1	0	"RVS Voice", iMessaging Systems, Inc., < http://www.imessagingsystems.com/imsprods/rvsvoice/rvsvoice.htm >.			
1	1	"What's Next in Interactive Voice Response", International Nortel Networks Meridian Users Group, < http://www.innmug.org/information/kirvan.html >, which was published in the December, 2000 issue of <u>InnTouch</u> .			
1	2	"PADIS - An automatic telephone switchboard and directory information system," by A. KELLNER et al., <u>Speech Communication</u> , October 1997.			
1	3	"Natural Language Call Routing: a Robust, Self-Organizing Approach," by CARPENTER et al., Lucent Technologies Bell Laboratories (1998).			
1	4	"Lucent Technologies announces trial of natural language call routing technology," a press release dated December 3, 1997.			
1	5	"A spoken language system for automated call routing," 1997 IEEE International Conference on Acoustics, Speech, and Signal Processing by G. RICARDI et al., AT&T Bell Labs.			
1	6	Kaoru KOBAYASHI, "Information Presentation based on Individual User Interests," 1998, <u>Second International Conference, IEEE</u> , pp. 375-383.			
1	7	Nikitas SGOUROS, Dynamic Dramatization of Multimedia Story Presentations, <u>1997 ACM</u> , pp. 87-94.			
1	8	Michael MURTAUGH, "The Automatist Storytelling System," 1996 Massachusetts Institute of Technology, Masters Thesis.			
1	9	K. M. BROOKS, "Do Agent Stories Use Rocking Chairs: The Theory and Implementation of One Model for Computational Narrative," <u>Processing's of the Fourth ACM International Multimedia Conference on Intelligent User Interfaces</u> , ACM Press 1996.			
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